

Case Study:



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About Eclipse

Eclipse is a technology consulting firm that provides trusted advisory services to our clients. Our expertise includes network strategy, vendor selection, contract negotiation, implementation, security and ongoing management (MACD, Help Desk) for voice, data and mobile networks.

About Tuthill

Tuthill Corporation is a privately held global manufacturer of industrial goods specializing in rotating equipment such as pump & meters. From heavy oils to motor fuels, from tomato paste to process gasses, from standard pressures to deep vacuums, we move it and measure it with reliability that's measured in decades. And that's only part of our story. The rest of our story lives within our people. Our Conscious Company culture attracts and supports the kind of people who understand what our customers want and what they need - the kind of people who listen well and gain trust by following through on each and every commitment they make. Customers who demand excellence are a gift for us, for it is through their reminders and their encouragement that we will one day grow to be counted among the world's Top 1% industrial companies. We have much work to do - and we'll accept nothing less.

Tuthill Challenges

Tuthill has a small IT staff managing geographically distributed locations, multiple business units, including locations in Latin American, Europe, and Asia. They look for IT solutions that are flexible, standardized, and easy to manage. IT is seen as a business innovation team and is expected to find the best in class technology partners to deliver high impact business value.

Tuthill was genuinely content with their existing MPLS and VoIP provider. Like many companies, Tuthill is moving more applications and workloads to the cloud. Their challenge to Eclipse was to see if there was anything in the marketplace that could improve their already good situation and create an ideal network for a multi-cloud future.

Initiatives and Solutions

Tuthill IT has always had an initiative to improve business mentality. They have worked with Eclipse for many years for both strategic endeavors and implementation of future roadmapping. Eclipse has helped guide them to partners and solutions that can make measurable technical, financial, and operational gains. In this instance, Tuthill and Eclipse worked together to explore SD-WAN options to replace their MPLS along with changing their current UCaaS platform for another. An in-depth design process was followed up with a detailed vendor vetting and selection process. Tuthill eventually decided to implement a VeloCloud SD-WAN solution. Eclipse worked with a series of telecom providers to implement new fiber products for the primary connections and high-speed broadband connections for the co-primary connection. Tuthill also migrated to RingCentral for UCaaS, due to its ease of use and powerful unified collaboration tools to help drive business growth and adoption of other technologies.

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Functional Results

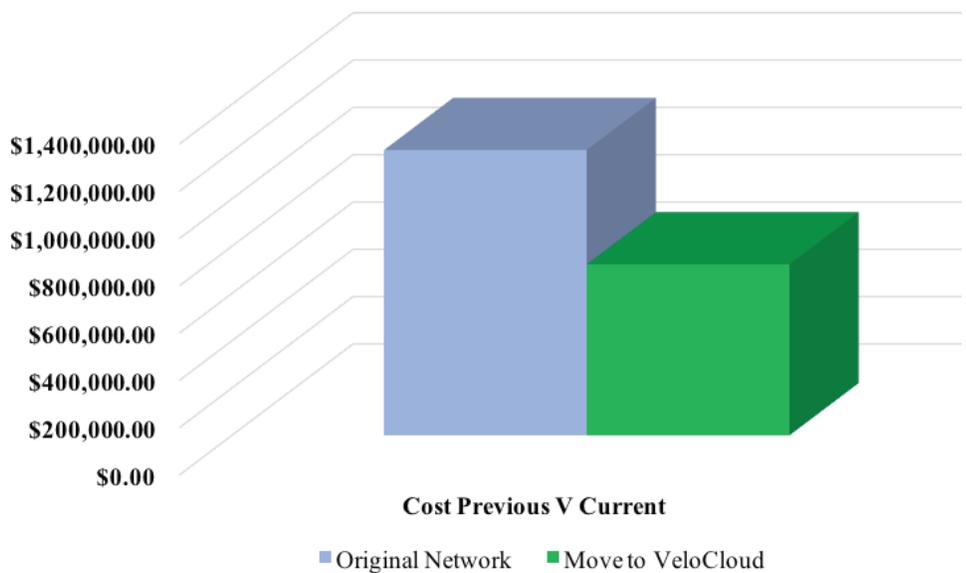
With these initiatives and solutions came various functional wins. Tuthill has a more resilient network, additional collaboration tools, a better end-user experience, a more visible and controlled network and a cloud-ready network. The total bandwidth has increased by 659%, which allowed for their implementation of Office 365 to be successful. The RingCentral platform allowed Tuthill to enable their contact center team and business development team with the integrations into contact center specific applications and business development specific applications. In addition to their SAP instance, Tuthill was able to keep users logged in longer to increase efficiency of the employees using their core ERP platform.

Financial Results

By leveraging the different providers of connectivity and VeloCloud, Tuthill is able to utilize their bandwidth while driving their per megabyte cost from \$161.25 down to below \$6. The ROI in migrating between their current networks and the new network was under 7 months. Pairing this with over \$475,000 in savings over a 36-month schedule. This money was then repurposed to do a full switch upgrade across all locations.

In working with RingCentral, Eclipse and Tuthill were also able to work towards the ability of being able to write off a previous capital investment (5-year-old Cisco phones) in handsets along with being able to do a full refresh of handsets to Polycom.

Costs Saved Moving to VeloCloud



Technical Results

In doing this project, Tuthill was able to move from a traditional primary and backup network to a network with co-primary circuits and a wireless backup. This has also allowed for their end users to be unaware of outages that happen to their telecom, which has made it so that they can maintain productivity over their connections. Additionally, it has increased visibility of what is going over the network via an online portal, which allows Tuthill to monitor traffic at any site over any connection in real time.